

POSITION DESCRIPTION <i>(Please Read Instructions on the Back)</i>							1. Agency Position No.		
2. Reason for Submission <input type="checkbox"/> Redescription <input checked="" type="checkbox"/> New <input type="checkbox"/> Reestablishment <input type="checkbox"/> Other		3. Service <input type="checkbox"/> Hdqtrs <input checked="" type="checkbox"/> Field		4. Employing Office Location		5. Duty Station		6. OPM Certification No.	
Explanation <i>(Show any positions replaced)</i>		7. Fair Labor Standards Act <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt		8. Financial Statements Required <input type="checkbox"/> Executive Personnel Financial Disclosure <input type="checkbox"/> Employment and Financial Interest		9. Subject to IA Action <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		13. Competitive Level Code 14. Agency Use *DOI015	
10. Position Status <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Excepted <i>(Specify in Remarks)</i> <input type="checkbox"/> SES (Gen.) <input type="checkbox"/> SES (CR)		11. Position Is <input checked="" type="checkbox"/> Supervisory <input type="checkbox"/> Managerial <input type="checkbox"/> Neither		12. Sensitivity <input checked="" type="checkbox"/> 1--Non-Sensitive <input type="checkbox"/> 3--Critical <input type="checkbox"/> 2--Noncritical Sensitive <input type="checkbox"/> 4--Special Sensitive					
15. Classified/Graded by		Official Title of Position		Pay Plan		Occupational Code		Grade	
a. Office of Personnel Management		b. Department, Agency or Establishment		c. Second Level Review		d. First Level Review		e. Recommended by Supervisor or Initiating Office	
16. Organizational Title of Position <i>(if different from official title)</i> Dispatch Center Manager		17. Name of Employee <i>(if vacant, specify)</i>		18. Department, Agency, or Establishment Department of the Interior		c. Third Subdivision		d. Fourth Subdivision	
a. First Subdivision BIA BLM FWS NPS		b. Second Subdivision		e. Fifth Subdivision		Signature of Employee <i>(optional)</i>		19. Employee Review-This is an accurate description of the major duties and responsibilities of my position.	
20. Supervisory Certification. <i>I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that</i>		a. Typed Name and Title of Immediate Supervisor		b. Typed Name and Title of Higher-Level Supervisor or Manager <i>(optional)</i>		Signature		Date	
Signature		Date		Signature		Date		21. Classification/Job Grading Certification. <i>I certify that this position has been classified/graded as required by Title 5, U.S. Code, in conformance with standards published by the U.S. Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards.</i>	
Typed Name and Title of Official Taking Action BIA BLM FWS NPS HR Specialist		Signature		Date		22. Position Classification Standards Used in Classifying/Grading Position Handbook of Occupational Groups and Families, August 2001; Forestry Series, GS-460, June 1965, TS-57, December 1979, TS-39. General Schedule Grade Evaluation Guide, HRCD 5, June 1998.		Information for Employees. The standards, and information on their application, are available in the personnel office. The classification of the position may be reviewed and corrected by the agency or the U.S. Office of Personnel Management. Information on classification/job grading appeals, and complaints on exemption from FLSA, is available from the personnel office or the U.S. Office of Personnel Management.	
See Remarks		2/26/04		23. Position Review		Initials Date Initials Date		Initials Date Initials Date Initials Date	
a. Employee <i>(optional)</i>		b. Supervisor		c. Classifier		24. Remarks		Allison Beard BIA Todd Ryan BLM Dawn Phillips FWS Cindi Steinheimer NPS	
25. Description of Major Duties and Responsibilities <i>(See Attached)</i>									

DISPATCH CENTER MANAGER

INTRODUCTION

This position serves as a Dispatch Center Manager located in an interagency dispatch center. The center manager oversees all aspects of the interagency dispatch center operations and provides supervision to employees of the agencies represented at the center. Maintains on-going communications and coordination with all area Federal, State, and local wildland fire management agencies.

The area involved encompasses some combination of federal, state, tribal, and private lands within the dispatch center's area of influence and supports more than one unit. At least one of the units has a high program complexity. The center is responsible primarily for wildland fire preparedness and suppression support activities, but may support all-risk incidents as needed or directed.

Prior wildland firefighting experience on the fireline is a mandatory requirement.

This is a drug testing designated position.

DUTIES

Operations/Mobilization (50%)

Establishes priorities, allocates resources, and supervises the mobilization, demobilization, and reassignment of wildland fire suppression resources necessary to support current and anticipated initial attack and logistical support emergency operations within the local, geographic and national area. Ensures that contingency plans are prepared to respond to emergency situations.

Manages incident and administrative intelligence (e.g., fuels, weather, resource status, and reporting) to ensure the effectiveness and efficiency of dispatch center decisions.

Provides leadership and coordination in developing and implementing the expanded dispatch organization. Determines when to expand center operations, and activate the appropriate level of expanded dispatch, procurement, and support organizations. Plans work objectives on a daily or project basis and makes adjustments to meet priorities. Adjusts shift lengths, staffing levels and work assignments to changes in workload.

Provides leadership in support of interagency resource management activities. For example, coordinates aircraft flight following, law enforcement assistance, search and rescue coordination and all other administrative/all-risk activities according to policies.

Analyzes inventories and availability of all-risk resources and directs the ordering and procurement necessary to meet area-wide incident management objectives.

Coordinates and assures communications channels (telephones, e-mail, radios and frequencies) with field resources are operable and afford a safe environment for employees in the office and field.

Provides technical advice and staff support to the Multi-Agency Coordination (MAC) group as needed and requested.

Ensures that safe and efficient practices are followed at the center and during all movements of personnel, equipment and aircraft.

Preparedness (20%)

Conducts workload analysis, determines level of support from each agency for operational and staffing costs, formulates financial plan, and submits and obtains plan approval from the appropriate agency administrators. Responsible for the cost effective management of the center by controlling the expenditure of funds and maintaining necessary funding and property records.

Participates in multi-agency fire management planning. Assures on-going emergency response preparedness.

Develops, implements, and updates numerous documents (e.g., Dispatch Operations Guide, Expanded Dispatch Plans, Mobilization Plans, Emergency Rental Agreements, Memoranda of Understanding, and Cooperative Agreements).

Responsible for the administration, integration, and oversight of the use of telecommunication equipment, computer based applications, and other related communications equipment. Responsible for radio frequency management. Recommends modifications to existing systems and tests new applications when necessary.

Develops or modifies dispatcher related training and serves as subject matter expert during training course development (e.g., initial attack dispatch, aircraft, intelligence, expanded dispatch). Evaluates training for effectiveness and delivery method. May serve as lead or unit instructor.

Compiles and disseminates incident and resource statistical information to participating agencies, cooperators, the public, and the media on an as needed and annual basis.

Supervision (30%)

Manages a diverse work force and actively supports the Civil Rights Act of 1964, as amended, at the center and communicates this support to associates. The incumbent cooperates in carrying out affirmative action and career targeting plans at the center as established by agency policies.

Provides technical and administrative supervision to a minimum of 5 permanent to 30 detailed interagency dispatchers and other personnel working 24-hours/7 days- per week during sustained emergency.

Plans work to be accomplished by subordinates, sets and adjusts short-term priorities, and prepares schedules for completion of work. Assigns work to subordinates based on priorities, selective consideration of the difficulty and requirements of assignments, and the capabilities of employees. Develops performance standards and evaluates work performance of subordinates. Gives advice, counsel, and instruction to employees on both work and administrative matters. Hears and resolves minor complaints from employees. Refers group grievances and more serious unresolved complaints to a higher-level supervisor or manager. Takes disciplinary measures as required. Prepares position descriptions for new or amended positions. Prepares evaluation criteria used in determining eligible candidates for vacancies in the organization. Interviews candidates for positions in the center; recommends appointments, promotions, and reassignments to such positions. Identifies and provides for training needs. Finds ways to improve production or increase the quality of work directed.

FACTORS

1. Knowledge Required by the Position

Professional knowledge and understanding of the principles and practices of ecosystem management sufficient to incorporate techniques and objectives of fire, aviation, and other related activities into appropriate resource allocation to achieve long-term land management objectives and operational safety.

A fundamental knowledge of related fields of science including soils, ecology, hydrology, geology, and archeology to support resource management.

Comprehensive knowledge of the advanced concepts, principles and practices of incident management and support to serve as the technical authority for the full range of logistics/fire suppression techniques in order to, (1) understand the potential threat of fire to the natural resources, private property and the resource values within the geographic area; (2) assimilate this data, set priorities and allocate resources for the protection of those resources and property; (3) prepare for and assess short or long range functional resource needs based upon fire severity.

Comprehensive knowledge of fire behavior, fire weather, fire hazard, fire risk analyses, and wildland fire fighting techniques in order to provide direction and coordination for fire preparedness and suppression programs for a variety of forest, range and urban interface areas. Prior on the line wildland fire fighting experience is a mandatory requirement.

Comprehensive knowledge of 1) interagency (federal, state, and local cooperators) fire preparedness and suppression management policies, practices and procedures; 2) the Incident Command System; 3) the mobilization and demobilization of resources in a multi-jurisdictional environment; 4) tactical and administrative aircraft capabilities and limitations including the pilot and aircraft certification programs, aircraft contracting, and air operations safety; 5) fiscal

procedures and diverse Federal and State land management policies and procedures to ensure the most efficient and cost effective management of resources.

Knowledge of disaster preparedness and management operations, including logistical support, incident management, mobilization, interagency coordination, and resource allocation.

Ability to apply sound personnel management skills to include supervision, coaching, training, motivation, and evaluation.

Ability to effectively communicate orally and in writing with a wide variety of Federal, State and local agencies to negotiate, reach concurrence, and maintain an effective working relationship with cooperators.

2. Supervisory Controls

Incumbent works independently under the supervision of the employing agency's Fire Program Manager with delegated authority to act for the agency administrators in fire and emergency situations. The appropriate agency administrators provide overall objectives, goals, and priorities.

The incumbent is responsible for developing specific action plans and the methods and procedures for implementing management decisions, resolving problems and conflicts as they arise and coordinating work with other staff members. Projects that may involve a new direction in operating practices or a significant break with long standing practice are discussed and agreed upon with the appropriate agency administrators.

Completed work is reviewed for adequacy in meeting program objectives and compliance with established policies, regulations and the overall fire management plans. The nature of the work requires the incumbent to commit resources to meet emergency situations. Such commitments can only be reviewed after the fact.

3. Guidelines

Guidelines are found in interagency manuals and agency specific manuals, handbooks, directives and policy statements. Many guidelines provide only limited general directions and require the development of standard procedures to implement their intent.

The incumbent has broad latitude for independent action due to the wide range of variables under which the work is accomplished. Each incident is different, and the requirements for safe, timely, cost effective and legal operations given the number and variety of situations encountered in carrying out assignments, requires the incumbent to adapt or extend guidelines or choose from alternative procedures.

4. Complexity

This is a key position in the fire management program. The employee oversees the dispatching and mobilization of multiple agency resources, taking into consideration environmental impact/issues, economic concerns, and socio-political effects. The duties are carried out under different regulations and procedures requiring an analysis of the specific situations encountered and the selection of the appropriate course of action for the specific situation in relation to the cooperators involved. The multi-jurisdictional operating environment adds to the complexity.

The incumbent's decision-making accountability is complicated by the number, size, and locations of incidents requiring support; time constraints; competing priorities; risks assessment; availability of scarce resources; and the expenditure of public funds.

The center coordinates movement of all types of resources (government and contracted) in support of emergency incidents. The incumbent must direct coordination efforts for multiple large incidents as well as new ignitions occurring simultaneously in a variety of fuel types within a large geographic area. In addition to wildland fires, other natural and human-caused disasters are supported by the center.

5. Scope and Effect

The center manager oversees all aspects of the interagency dispatch center operations. The center's area of influence encompasses a combination of federal, state, tribal, and private lands. The center supports more than one unit. At least one of the units has a high program complexity.

The purpose of the work is to provide expertise in planning and implementing the mobilization of resources to incidents threatening life, property, and natural resources. The center provides logistical support to resources assigned to incidents.

Decisions protect human lives, property, and multiple resource values. These decisions often result in the expenditure of large sums of public funds and may have economic, social, political and environmental impacts. The expertise and actions of the incumbent affect the safe and cost-effective accomplishments of interagency aviation and fire management support programs throughout the center's area of influence.

6. Personal Contacts

Personal contacts are made with all levels of cooperating land management and emergency support agencies. Primary contacts are with fire suppression personnel, resource specialists and other unit coordinators. Other personal contacts are with national and local news media, contractors, private landowners, political officials, and the general public.

7. Purpose of Contacts

Contacts are for the discussion of critical emergency services and fire management programs with Federal, State, and local organizations which are often complicated by mixed ownership

and complex management responsibilities. This requires tact and persuasion to resolve operating problems with organizations that often have conflicting viewpoints on use of their emergency resources.

Public contacts are designed to inform the parties involved of current land management activities and the efforts being made to protect lives, property, and multiple resource values. Media contacts are designed to inform the general public of the current or predicted fire or emergency situations.

8. Physical Demands

The work involves long hours of sitting, intense concentration, and working at peak proficiency/intensity levels with irregular breaks and mealtimes. The duties of this position create a highly stressful environment during peak activity, requiring the ability to keep calm in emergency situations. Must be able to cope with the pressure of meeting timeframes and changing priorities. Mental concentration and accuracy are required.

Travel associated with field visits and other administrative travel may be required.

9. Work Environment

Work is performed primarily in an office setting. During peak activity, increased radio traffic, numerous ringing phones, and conversations result in high noise levels, which require a high level of concentration to perform duties. This creates a high stress work environment.

EVALUATION STATEMENT

<u>Recommended Classification</u>	Supervisory Fire Management Specialist (Dispatch)
<u>Organizational Location:</u>	Department of the Interior, Bureau of Indian Affairs, U.S. Fish and Wildlife Service, National Park Service, and Bureau of Land Management
<u>References:</u>	Handbook of Occupational Groups and Families, August 2001; Forestry Series, GS-0460, June 1965, TS-57, December 1979, TS-39; General Schedule Supervisory Guide, HRCD 5 June 1998.

Background: This is a standard wildland fire management position description intended for use in the Department of the Interior (DOI). The incumbent serves as a Dispatch Center Manager located in an interagency dispatch center. The center manager oversees all aspects of the interagency dispatch center operations and provides supervision to employees of the agencies represented at the center.

The area involved encompasses some combination of federal, state, tribal, and private lands within the dispatch center's area of influence and supports more than one unit. At least one of the units has a high program complexity. The center is responsible primarily for wildland fire preparedness and suppression support activities, but may support all-risk incidents as needed or directed.

Determination of Series and Title: This position requires a professional knowledge of the principles and practices of ecosystem management sufficient to incorporate techniques and objectives of fire, aviation, and other related activities into appropriate resource allocation to achieve long-term land management objectives and operational safety.

The General Biological Science Series, GS-0401, covers positions that involve professional work in biology, agriculture, or related natural resource management when there is no other more appropriate series. Included are positions that involve: (1) a combination of several professional fields with none predominant; or (2) a specialized professional field not readily identified with other existing series.

This position is appropriately placed into the **General Biological Science Series, GS-0401**.

No Position Classification Standard (PCS) or flysheet exists for the GS-401 series; therefore, no titling guidance is provided for positions in this series. As stated in the Introduction to the Classification Standards, agencies may designate the official title of positions in occupational series for which OPM has not prescribed titles; i.e., those not specifically covered by classification standards.

This is a supervisory position. The General Schedule Supervisory Guide requires the use of the word "Supervisory" as a prefix to the appropriate occupational title. This position contains

special duties and responsibilities associated with dispatch. Its use as a parenthetical adds materially to the identification of the type of work found in this position.

The title assigned to this position is **Supervisory Fire Management Specialist (Dispatch)**.

The organizational title assigned to this position is **Dispatch Center Manager**.

Determination of Grade: Since no PCS exists for the General Biological Science Series, GS-401, the grading criteria in the Forestry Series, GS-460, PCS will be used.

**FACTOR EVALUATION SYSTEM
POINTS RATINGS**

Evaluation Factors	Points	Level
1. Knowledge Required by the Position	1250	1-7
2. Supervisory Controls	450	2-4
3. Guidelines	275	3-3
4. Complexity	225	4-4
5. Scope and Effect	150	5-3
6. Personal Contacts	60	6-3
7. Purpose of Contacts	120	7-3
8. Physical Demands	5	8-1
9. Work Environment	5	9-1
Total Points	2540	
Grade Conversion (Range: 2355-2750)	GS-11	

This position has supervisory responsibilities and meets the definition of supervisor under the General Schedule Supervisory Guide (GSSG), June 1998. Since the supervisory work is not grade controlling, no evaluation of the supervisory work is provided.

Conclusion: The proper title, series, and grade is **Supervisory Fire Management Specialist (Dispatch), GS-401-11**, with an organizational title of **Dispatch Center Manager**.

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